

**Don't Rain Skateboarding Limited at Canopy Skate Park and Camp  
Corve (WightCo Limited)  
Feedback & Complaints Procedure and Policy**

**Adopted April 1st 2022**

**Reviewed – 14<sup>th</sup> February 2026**

**Next review 14<sup>th</sup> February 2027**

Our intent is that all of our sessions go well and that you are highly satisfied. Sometimes things can go wrong. If you are unhappy with the services you have received, it is important to let us know so that we can improve.

There are 2 ways to tell **Don't Rain Skateboarding Limited at Canopy Skate Park, Camp Corve** what you think:

- give feedback
- make a complaint

**Definitions**

**Complaint**

A complaint is an expression of dissatisfaction requiring a response, communicated verbally, electronically, or in writing. Complaints may be made by any users of our service.

**Concerns and enquiries (Incidents)**

A concern or enquiry is a problem raised that can be resolved / responded to straight away, (by the end of the next working day). These are not reported as complaints and fall outside the formal complaints arrangements.

**Unreasonable or Persistent Complainant**

Every effort must be made to resolve a complaint before someone can be described as unreasonable. A complainant who displays threatening or abusive behaviour or language (whether verbal or written), that causes staff to feel afraid, threatened or abused and/or continues to contact the **Don't Rain Skateboarding Limited at Canopy Skate Park, Camp Corve** websites with unreasonable demands following a complaint investigation, maybe considered an unreasonable or persistent complainant. Unreasonable demands can include seeking excessive amounts of information, demanding an unrealistic nature or scale of service, or seeking to prolong contact with the **Don't Rain Skateboarding Limited at Canopy Skate Park, Camp Corve** websites by continually raising new issues throughout an investigation.

The management team of **Don't Rain Skateboarding Limited at Canopy Skate Park, Camp Corve (WightCo Limited)** will make the decision regarding when a complainant is making unreasonable demands.

## **APPLICATIONS**

This complaints policy applies to all those working for **Don't Rain Skateboarding Limited at Canopy Skate Park, Camp Corve (WightCo Limited)**, in whatever capacity.

Users can expect to receive appropriate communications from the relevant staff member or team within 30 working days. If the complaint cannot be resolved within this time then regular, timely updates will be sent to the complainant advising them of the progress of the investigation.

Failure to follow the requirements of the policy may result in investigation and management action being taken as considered appropriate.

## **THE AIMS OF THE POLICY**

The aims of the policy are to ensure that the complaints process is flexible and responsive to the needs of individual complainants. In addition, it emphasises the need to communicate effectively with complainants and involve them in the decisions concerning the handling of their complaint. The policy seeks to ensure that:

- Users who complain are listened to and treated with courtesy and empathy
- Users who complain are not disadvantaged as a result of making a complaint
- Complaints are investigated promptly, thoroughly, honestly and openly
- Complainants are kept informed of the progress and outcome of the investigation
- Apologies are given as appropriate
- Action to rectify the cause of the complaint is identified, implemented and evaluated
- Learning from complaints informs service development and improvement
- Complaints handling complies with confidentiality and data protection policies and is transparent
- Staff involved in complaints are given support

All staff must be familiar with complaints handling processes. This includes details of how users can make complaints, and to whom.

Complaints may also include requests for information under the Freedom of Information Act

(2000), Data Protection Act (1998) or other relevant legislation

## **THE POLICY**

### **Principles**

#### **Support for Users in relation to complaints**

When a user submits a complaint, the staff member will send a reference to confirm receipt. The Managing Director will support them by responding with courtesy and sensitivity, and within 30 working days. If the complaint cannot be resolved within this timeframe then the user will be given regular updates on the progress of the investigation.

### Support for Staff involved in complaints

Complaints can be a cause of concern for staff, particularly if the concerns raised relate to their area.

Guidance for staff on preparing statements in response to a complaint can be provided by the Senior Management Team.

### Confidentiality

Maintaining user confidentiality is essential and security of data relating to individuals must be protected in accordance with the Data Protection Act (1998). No confidential information relating to complaints will be disclosed to any third party unless there is no reputational risk for the complainant, or the company has the user's consent or some other lawful authority to do so.

Anonymised information arising from complaints may be shared with other agencies.

## THE COMPLAINTS PROCESS

### Resolution of Concerns

All staff are responsible for working to resolve concerns raised by users. Prompt action to resolve concerns can prevent them escalating into more serious complaints.

## COMPLAINTS POLICY

Where a complainant is reporting a poor experience of our services, it is appropriate for the person receiving the complaint to apologise on behalf of the company. Apologies and explanations of adverse events do not alone constitute an admission of liability.

Concerns and issues are problems that are raised at the time and staff are able to resolve them by

the end of the next working day or earlier

Staff must:

- Ensure that they take time to listen and ensure they fully understand the concerns, this may mean asking for clarification where elements are unclear.
- Reassure the user that complaints are welcome as a means of enabling the service to improve.
- Respond to the issues raised or refer the complainant to someone who can assist them further.
- Contact their manager (or Director) if any issue is serious or cannot be resolved by the end of the next working day.

- The manner used to respond to concerns must never be perfunctory, curt or negative.

Care must be taken over the messages sent out in the first interaction as this will set the tone and often influence the likelihood of dealing with the issue and looking to repair the relationship.

The member of staff to whom the complaint is made is responsible for ensuring it is registered reception diary. The manager must ensure that staff have the necessary skills and knowledge to deal with complaints they receive and know how to access support from other staff or the directors.

When a concern/enquiry is made, staff must ensure that their manager is informed.

It is the responsibility of the manager to ensure that staff record details of issues and concerns that are raised and resolved and provide these to be discussed in team meetings. The record must include details of how the concern/enquiry has been resolved.

### **Recording a complaint**

All complaints can be made in writing or via email. Any member of staff receiving a complaint in person should document the details and pass them to the Manager without delay for official logging. Complaints must be registered from the date they are first received. It is essential that staff send/communicate all complaints to the Manager immediately upon receipt.

The Manager must contact the complainant within 2 working days to acknowledge receipt of the complaint. All communication with the complainant must be documented in the complaint tracker/log.

The acknowledgement of a complaint must include confirmation of the issues raised, to ensure accuracy and confirmation of the complainant's expectations. The complainant must be consulted on how they wish their complaint to be managed whenever possible.

This may include offering:

- A telephone call from a senior member of staff
- An email from a senior member of staff
- A written response from the Manager.

Response to complaints should be within 30 working days as an absolute maximum should seek for responses to be as soon as possible without compromising the quality of the response. If this is not possible due to necessary further investigation then the complainant must be kept updated at regular intervals on the progress of their complaint.

### **Complaints Involving Other Organisations**

When a complaint is made to the Company that includes issues about other providers, (e.g. a school or Social services) the complaint must be acknowledged and a way forward agreed with the user. The user's permission

must be sought before forwarding the complaint to the other organisation(s) for investigation.

The Company will co-operate with any other providers that approach it in relation to issues about our services which may be mentioned in any complaint made to that organisation.

### **Complaint Investigations**

All complaints must be referred to the staff member who is responsible for investigating complaints.

The level of the investigation into a complaint will reflect the complexity of the complaint and may be undertaken by a single/named investigator or by a small investigatory team. Significant or high-risk complaints, which raise serious concerns must be investigated, escalated and will be discussed at a directors meeting.

If a complaint is likely to become the subject of litigation, advice will be sought from the Company lawyer when compiling the draft complaint response.

If a complainant alleges discrimination of any kind, a copy should be sent to the nominated representative for review and comment. (See Equality policy)

Responses will be required by a specified date.

A single point of contact, which in most cases will be a senior member of staff, should be identified for all complainants.

Complete and accurate records must be kept and be available. These must include:

- An accurate record, with dates, of all instances of contact
- The original complaint and other relevant information
- The issues considered
- Decisions or actions taken
- Discussions/correspondence with the complainant
- Copies of staff responses and other information collected during the investigation
- Legal advice taken and details of the advisers
- National or local policy or guidance consulted

All complaint investigations should address the underlying causes of valid complaints and provide clear action plans to prevent them happening again.

### **Preparing a response**

The response to a complaint must include a summary of the investigation findings and any actions taken to resolve the problems.

The response will include the contact details for complainants to contact if they remain dissatisfied and wish to escalate.

A response to a complaint must be sent as soon as practicable. The Company expects that this will be less than 30 working days for the majority of complaints.

## COMPLAINTS POLICY

If a response is not provided or resolution of the complaint is not achieved in the time agreed with the complainant, contact must be made with the complainant to negotiate a revised deadline. This must be documented. If the complainant does not agree to an extension and the original due date is not met the complaint is considered overdue.

If it is likely that a complaint will be overdue and the complainant has not agreed to an extension, telephone call must be made to discuss this with the complainant or a holding letter sent 5 working days before the response is due. Holding letters or emails must explain the reasons for the delay and give an indication of when a response will be available. Regular contact must be maintained with the complainant.

### Resolution Meetings

Many complaints arise from misunderstandings or poor communication. A call/meeting will often provide an opportunity to clarify and resolve these issues, reassuring the complainant that the company takes their concerns seriously.

The Manager is responsible for ensuring that an accurate record of any communication with a complainant is documented.

### Independent Review

If all avenues of resolution and escalation are exhausted and a complainant is still dissatisfied with the response they have received, they can request that their complaint is escalated to the Directors.

### Unacceptable Behaviour

The actions of complainants who are angry, demanding or persistent may result in unreasonable demands or unacceptable behaviour towards staff. Staff are not expected to tolerate abusive or threatening behaviour, but all complaints must be given equal consideration and be investigated.

### Unreasonably Persistent Complainants

Complainants may remain dissatisfied and continue to contact the Company about their complaint, despite all attempts at conciliation, intervention and review. Complainants' behaviour should only be considered unreasonable in exceptional circumstances and there must be documented evidence to support the decision. These complainants may have legitimate concerns.

A complainant's behaviour may be considered unreasonable if:

- The complainant has threatened, harassed or been abusive towards staff
- The complainant continually makes unreasonable demands on staff
- The complainant insists on speaking to a particular member of staff
- The complainant frequently changes the substance of a complaint and prolongs it by raising new issues during a complaint investigation
- The complainant refuses to believe documented evidence given as factual and continues to contact staff following a complaint investigation
- The complainant makes frequent phone calls or sends repeated communication reiterating existing concerns.

This list is not exhaustive.

It is essential that staff document all aspects of the complaint handling.

If it is agreed that a complainant is unreasonable, the Directors will decide the most

appropriate actions. These may include:

- Asking the complainant to use a single telephone contact or to limit their contact to written correspondence
- Notifying the complainant in writing that the company has responded in full to their concerns and has nothing further to add, so will not enter into any further discussion
- Informing the complainant that the company reserves the right to pass unreasonable behaviour to the Legal representative or the police if the complainant has threatened violence
- To temporarily suspend all contact with a complainant, or the investigation of a complaint while seeking legal advice.

This list is not exhaustive.

## **Recognising Risk, Action Planning and Learning**

### **Action plans**

Complaints identified as significant or of high risk must have an action plan in place to manage the risk or prevent a recurrence. Senior Management Teams must ensure that action plans are documented.

### **Risks**

Where a complaint investigation reveals actual and potential risks, the manager will advise on appropriate risk assessment procedures.

Where significant risks are identified, or remain, after the implementation of action plans, these will be considered for inclusion on a risk register.

### **Learning from Complaints**

The Company will undertake regular reviews of concerns/complaints, and incidents, including lessons learnt and actions taken.

The organisation supports a culture of continual learning from user feedback. Feedback and trends from complaints, incidents and enquiries will be used to inform service improvement and development.

### **Sharing Learning**

The Directors will support the sharing of learning across the Company. They will report on the outcome of complaint investigations to the staff .

Lessons learnt and recommendations for change will be disseminated throughout the Company.

Performance issues, in relation to complaints handling, investigation, or timescales, will be managed by the managing director.

### **Roles and Responsibilities**

It is the responsibility of senior members of staff to:

- Lead on complaints management.
- Ensure that action is taken to address issues raised in complaints and provide evidence of improvements
- Ensure that staff are aware of, and understand, the Complaints Policy
- Ensure the application of the Complaints Policy and establish a mechanism through which performance management in complaints handling can be evaluated
- Ensuring that all complaints are accurately recorded, acknowledged and the handling negotiated with the complainant including timescales for responding
- Co-ordinating complaint investigations and support the named investigator to draft a response
- Ensuring the timely investigation of complaints and that responses are sent by the date agreed with the complainant
- Ensuring action plans are developed for high or significant risk complaints
- Assisting staff involved in complaints to access support
- Undertaking regular analysis and reporting of complaint themes to ensure that services respond to user feedback
- Providing skills-based training in resolving user concerns, preventing complaints and managing the process as appropriate

### **An investigator**

Where appropriate we will appoint an investigator, someone nominated by the Manager who will have responsibility for facilitating the complaint investigation and preparing a draft response.

The investigator will review the complaint and agree issues, methods and timescales to be responded to, identifying any gaps and/or additional issues. The investigator will plan and undertake the investigation: The investigation may include:

- Identifying key staff involved
- Collection of statements
- Informal discussion with staff

On completion of the investigation, the investigator will draft an action plan if appropriate to resolve issues raised in the complaint.

### **The Directors**

The Directors have overall responsibility for the process of complaints management and application of the complaints policy.

### **All staff**

It is the responsibility of all staff to:

- Work to resolve any concerns expressed by users
- Escalate to their manager any concerns which cannot be resolved immediately or where the complainant indicates that they wish to make a complaint

### **Training**

All staff should be made aware of the Complaints Policy and undertake an induction.

### **Feedback Policy**

Feedback allows members, learners, support workers, teachers, carers, parents, to communicate comments about their experience of our services.

These comments can be used to help providers assess their level of service, acknowledge good practice and make changes where necessary. We will learn from feedback.

Feedback can be in person and given there and then or put in the feedback box in reception or in writing. Where indicated, we will respond to the person giving the feedback.

This section explains how best to respond to our clients' feedback:

- Remember that comments are opinions, not statements of fact. You may disagree with the client, but they're entitled to express their opinion and experience as they understood it to be.
- Respond to all comments, good or bad. It shows the commenter that you listen, and their comment has been heard or read and acknowledged.
- Say who has left the response. This adds a personal touch and increases the perception that the practice is an open, welcoming place.
- Welcome all opinions and try not to be defensive or aggressive if the comment is negative. Do not take comments personally. Every organisation receives critical comments at some point – try to respond constructively.
- Do not use the same response for each comment. Using a stock response can look worse than not responding at all.
- Take anonymous comments as seriously as named ones. Just because someone has chosen to comment anonymously does not mean the comment is malicious. Many people are more comfortable leaving feedback anonymously.
- The patient may not have said anything at the time they visited the site, but still write a negative comment about their experience. Just because you do not recognise the experience, it does not mean it did not happen.
- Remember, if in writing, your response may be seen by everyone who reads it, not just the original commenter. Your reply is a good opportunity to market the company, and a constructive response to a critical piece of feedback leaves a good impression.